

Figure 1

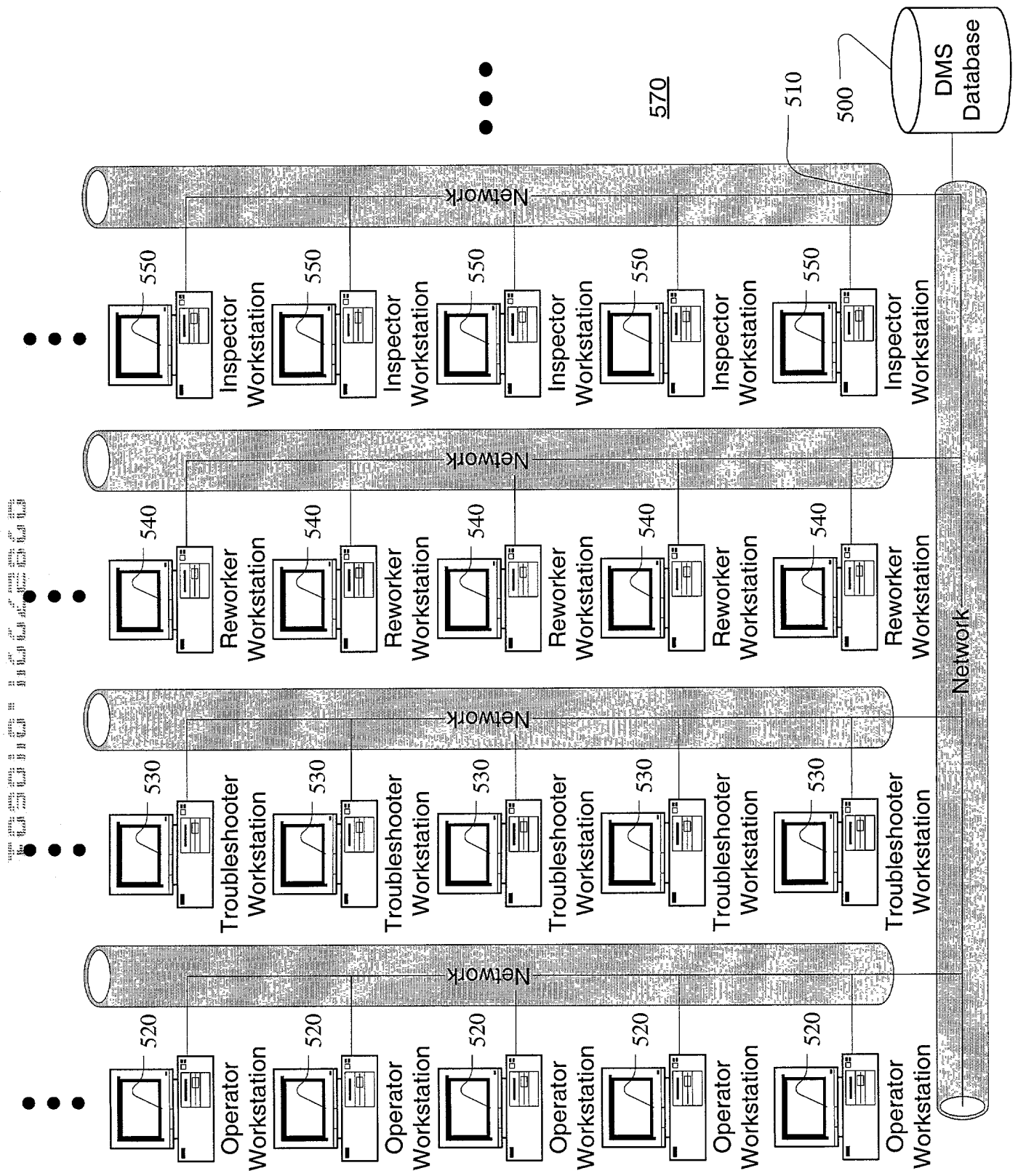


Figure 2

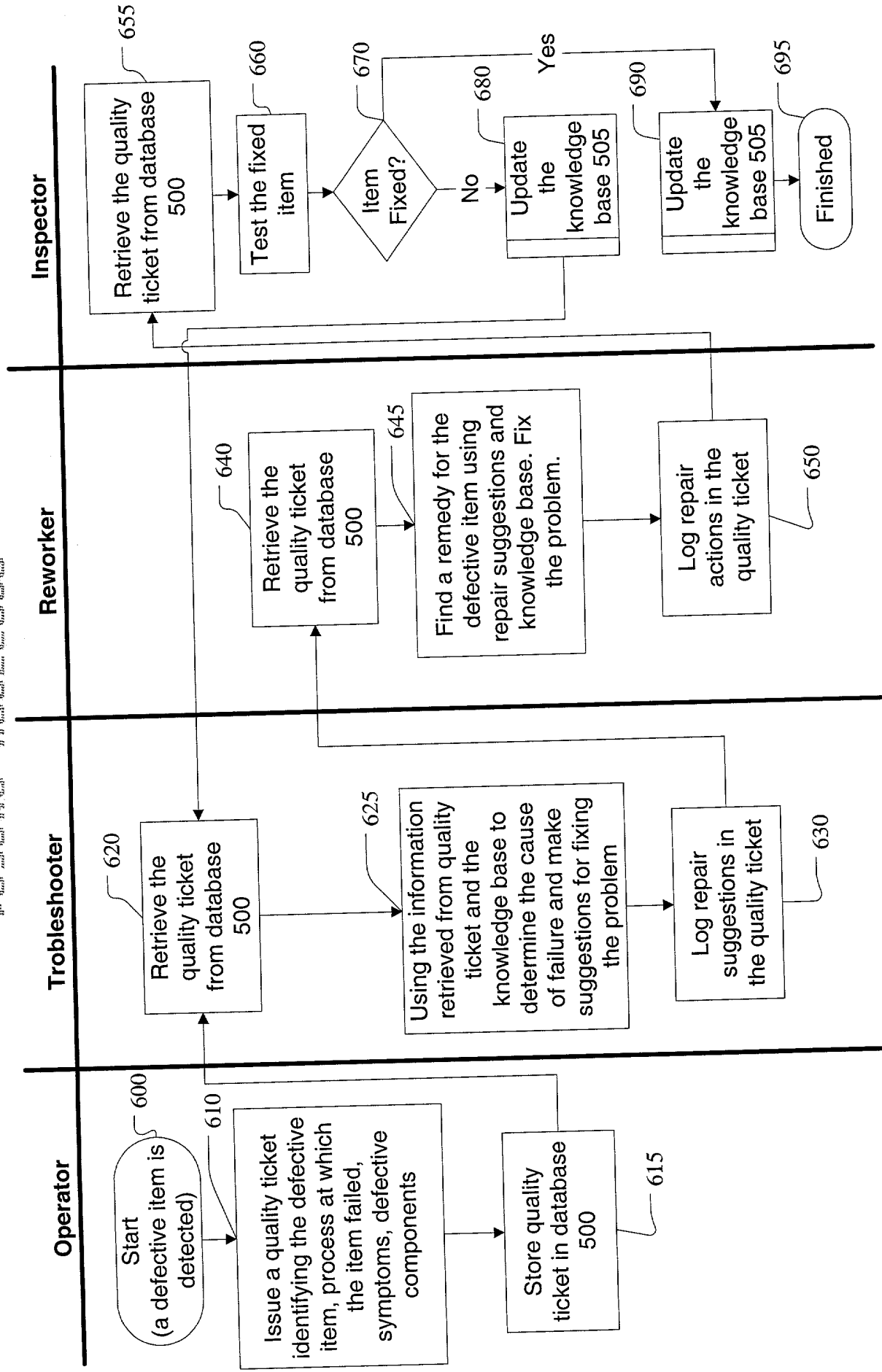


Figure 3

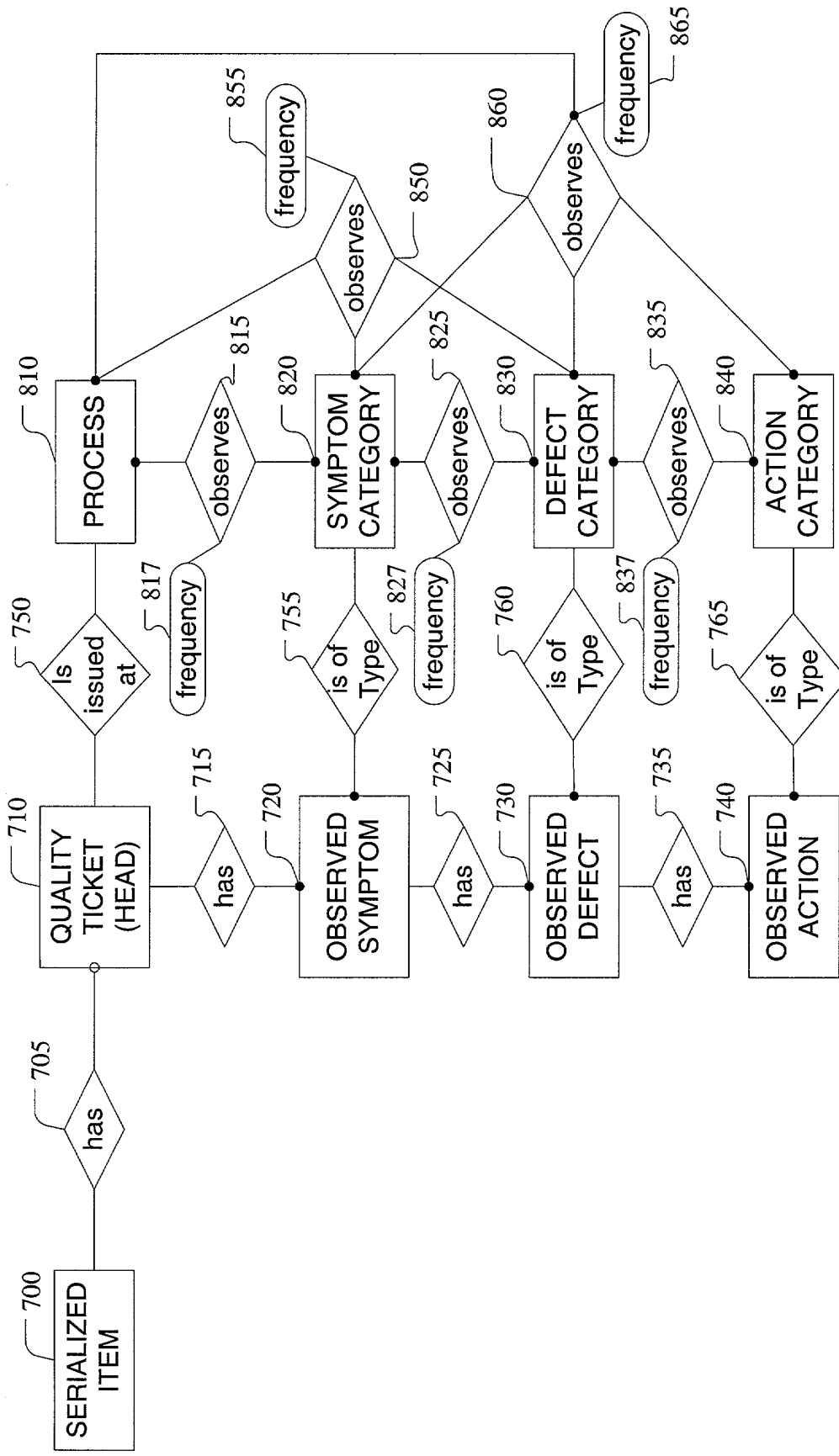


Figure 4

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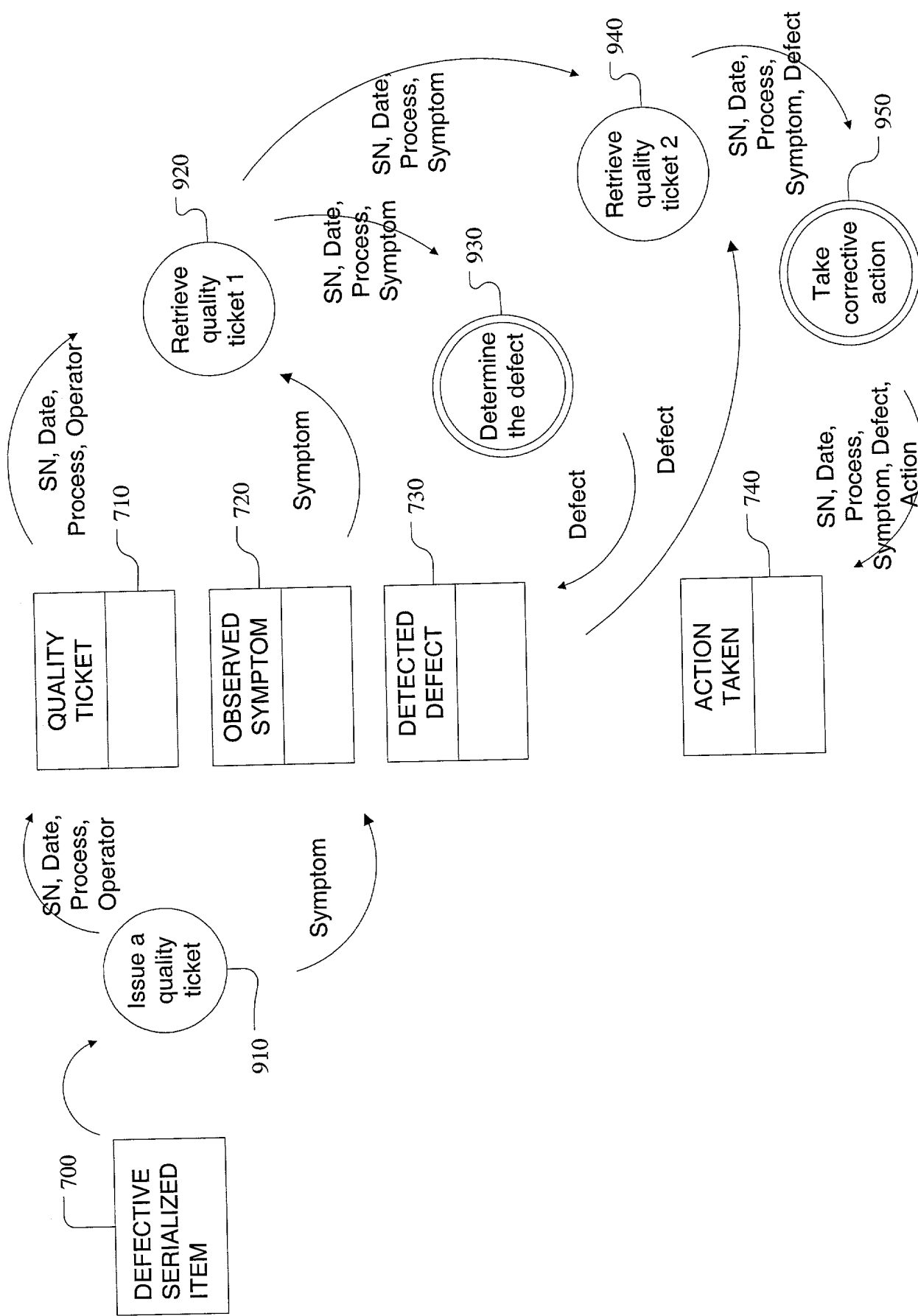


Figure 5

FIG. 6a is a schematic diagram of a Quality Ticket (WT 1.2.2) interface. The interface is divided into several sections: a top header section (10) containing the title "Quality Ticket (WT 1.2.2)", a left sidebar section (15) with buttons for "Serial Number", "Ticket", "Get Info", and "Close Quality Ticket", a main content area (20) with a "Module Info" section (25) containing "Application", "Part Number", and "Description" fields, and a "Process Step (Test)" section (75) containing "Symptom" and "Symptom Category" fields. A "Comment" field (90) is located below the "Process Step (Test)" section. A bottom status bar (95) displays "Quality Ticket Expires", "DCS Support", "Current Operator", and "Current Operator". A "Cancel/New" button (115) is also present. A "Close Quality Ticket" button (135) is located in the bottom right corner. A "Process Step (Test)" button (120) is located in the bottom center. A "Symptom" button (130) is located in the bottom left corner. A "Module Info" button (140) is located in the bottom right corner. A "Get Info" button (110) is located in the bottom center. A "Close Quality Ticket" button (105) is located in the bottom left corner. A "Quality Ticket Expires" button (100) is located in the bottom right corner. A "DCS Support" button (105) is located in the bottom center. A "Current Operator" button (110) is located in the bottom left corner. A "Current Operator" button (115) is located in the bottom right corner. A "Cancel/New" button (120) is located in the bottom center. A "Process Step (Test)" button (125) is located in the bottom left corner. A "Symptom" button (130) is located in the bottom right corner. A "Module Info" button (135) is located in the bottom center. A "Get Info" button (140) is located in the bottom left corner. A "Close Quality Ticket" button (145) is located in the bottom right corner.

Quality Ticket (WT 1.2.2)

Serial Number

Ticket

Get Info

Close Quality Ticket

Module Info

Application

Part Number

Description

Process Step (Test)

Symptom

Symptom Category

Comment

Symptom

Included By

Process Step (Test)

Symptom

Comment

Quality Ticket Expires

DCS Support

Current Operator

Current Operator

Cancel/New

Process Step (Test)

Symptom

Module Info

Close Quality Ticket

Area Of Operation

Figure 6a

Figure 6b

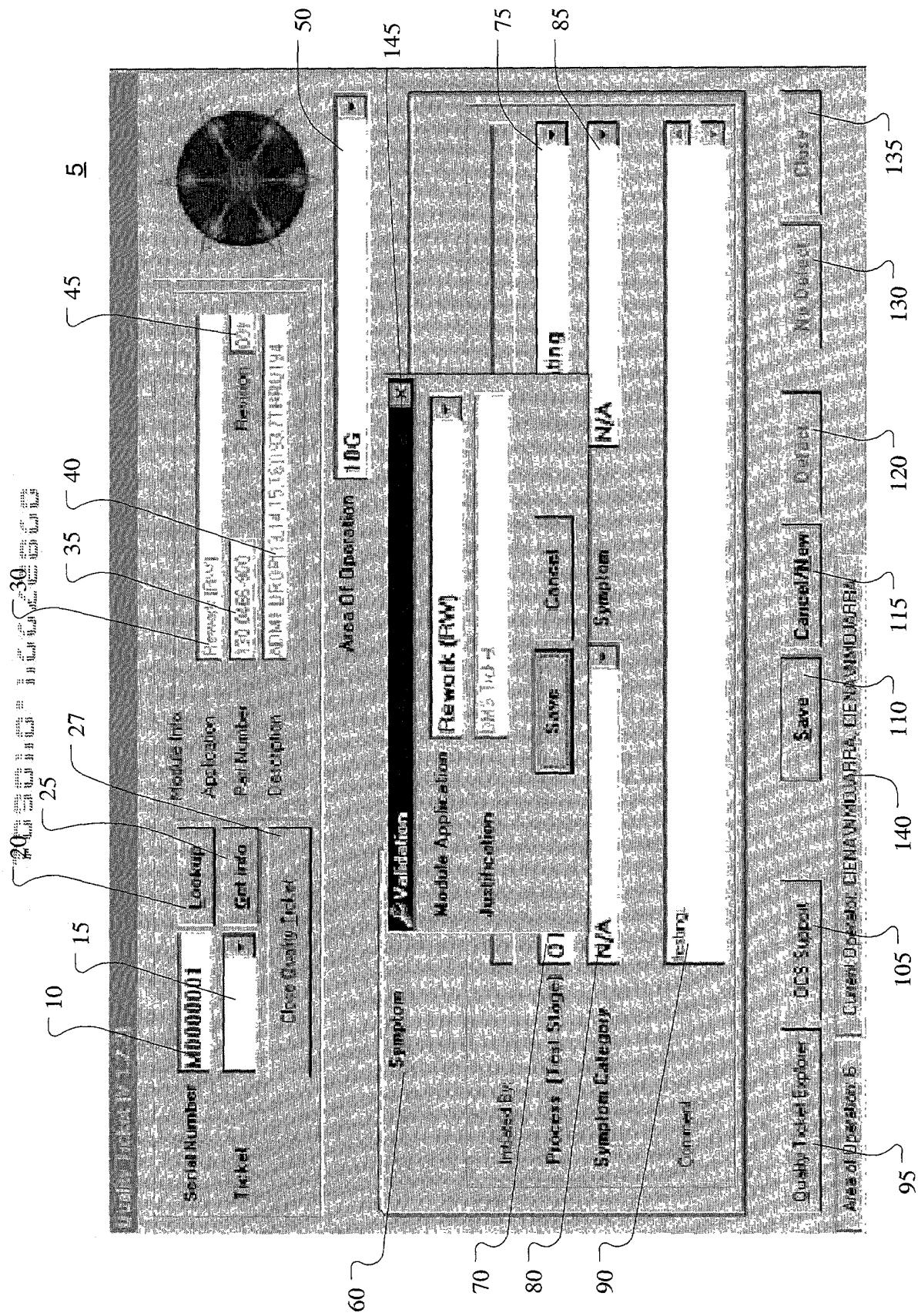


Figure 7

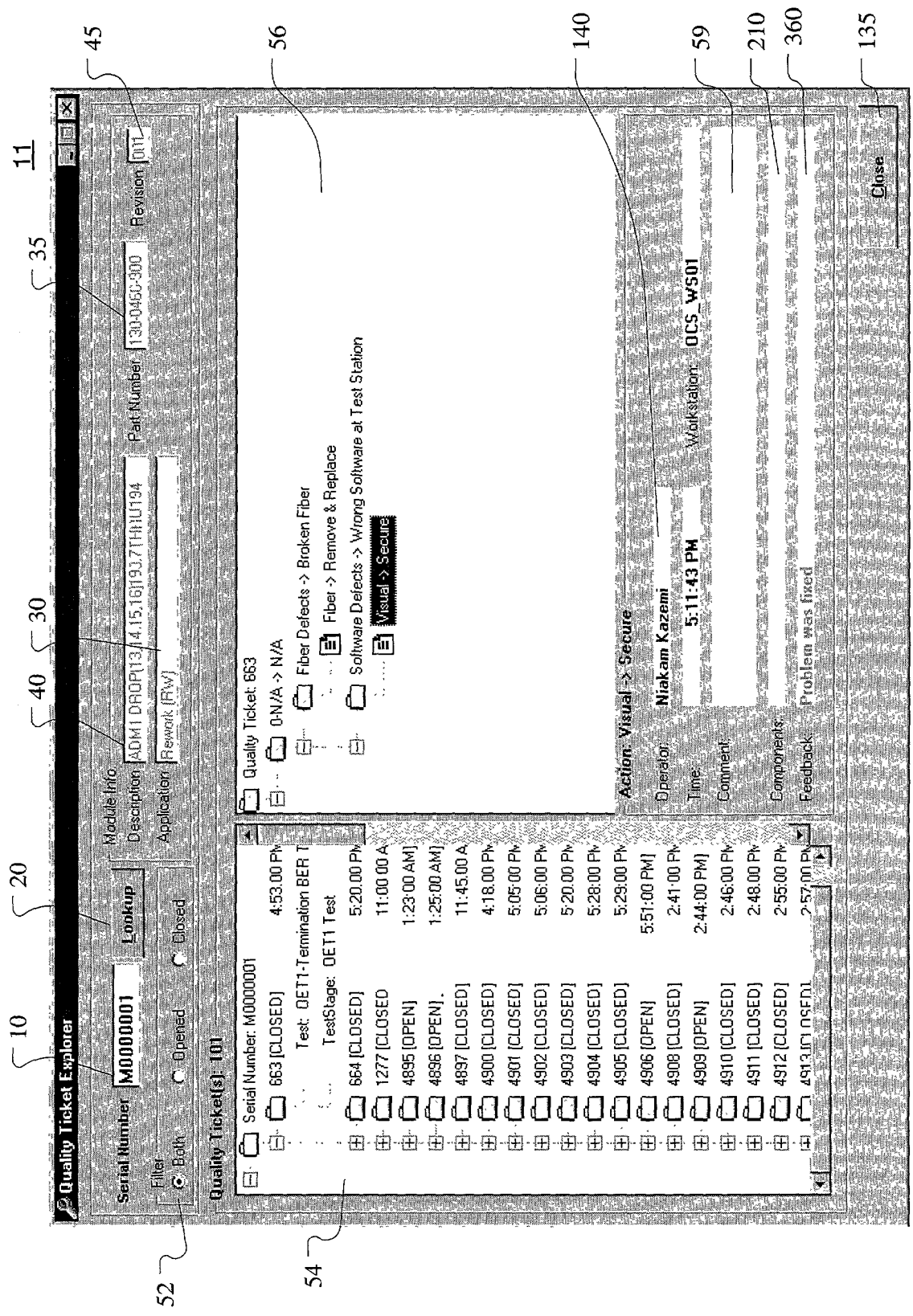


Figure 8

Figure 6 is a screenshot of a "Quality Ticket" software interface. The interface is divided into several sections. At the top, there's a header "Quality Ticket" and a circular logo. Below the header, there are input fields for "Serial Number" (1400000002), "Ticket" (420), and "Lookup" (Get info). To the right, there's a "Module Info" section with fields for "Part Number" (1400000002) and "Description" (ADM1DROH1374 15.15/1537THA194). Below this, there's a "Symptom" section with a "Symptom" field (Testing) and a "Symptom Category" field (N/A). To the right of the "Symptom" section, there's a "Process Step (Test)" field (OFT1 Initial Module) and a "Symptom" field (N/A). At the bottom, there's a "Quality Ticket Explorer" section with a "Current Operator" field (CENNA/Module) and a "Current Operator" field (CENNA/Module). The interface also includes buttons for "Close Quality Ticket", "Cancel/New", "Defect", "No Defect", and "Close".

Figure 9

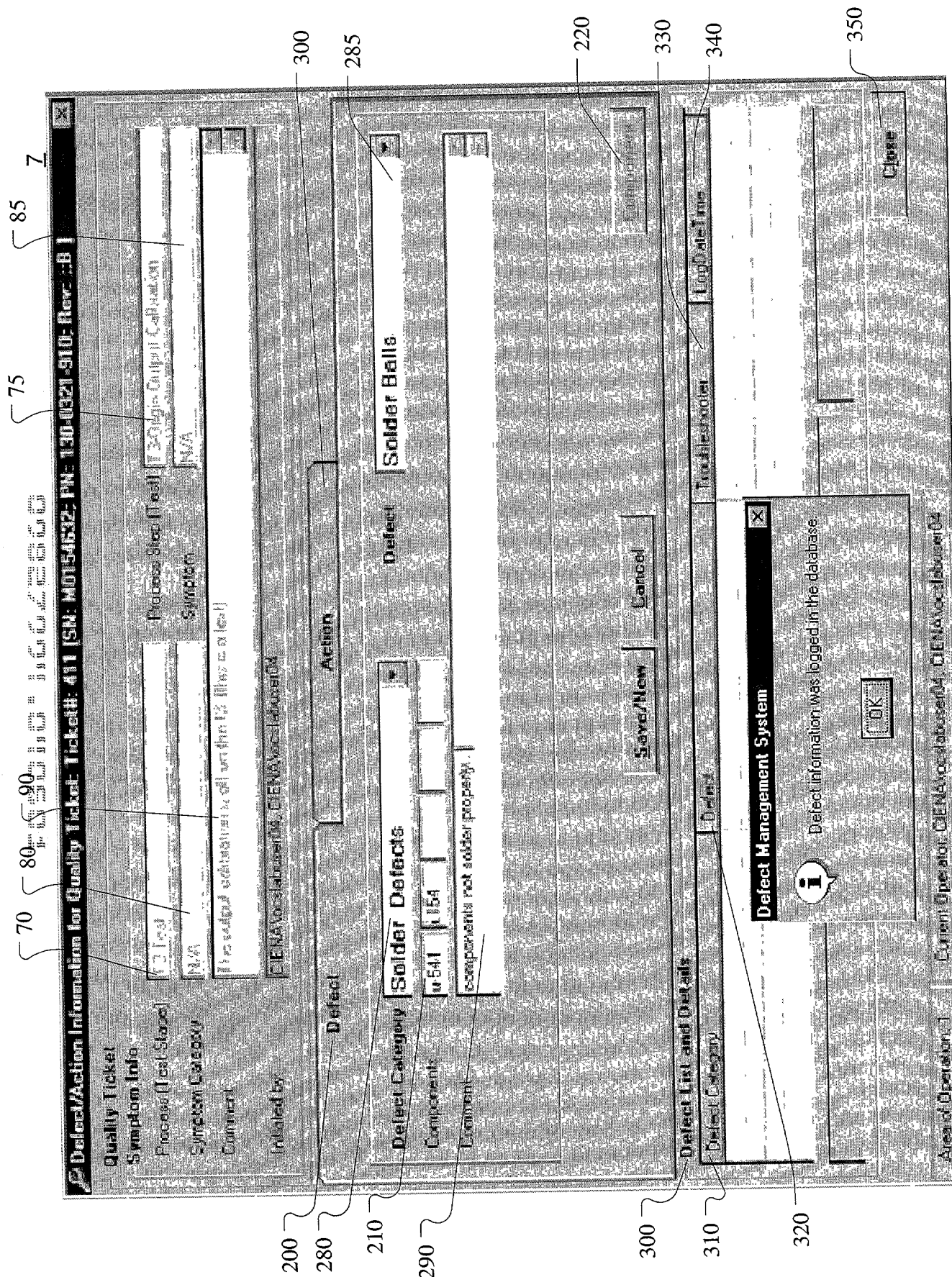


Figure 10a

[illegible]

Figure 11a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M00000001: PN: 130-0466-900: Rev: 001]

Defect Section:

- Operator: CIENA\dms\testuser1
- Process (Test Stage): OT1 - Rx
- Symptom Category: 1-N/A
- Area of Operation: 10G
- Process Step (Test): FX prating test
- Symptom: N/A
- Comment:

Action Section:

- Action Category: Testing2
- Components:
- Comment:
- Action: Testing2 Step

Save Button

Table:

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

Buttons: Feedback, Close

Callout Numbers: 50, 75, 85, 140, 70, 80, 295, 200, 380, 300, 305, 390, 368, 335, 360, 350

Figure 11b

Figure 8 is a screenshot of a software interface titled "Defect/Action Information for Quality Ticket#: 420 [SN: M0000002; PN: 130-0468-500; Rev: 001]". The interface is divided into several sections. The top section contains fields for "Quality Ticket", "Symptom Info", "Process (Test Stage)", "Symptom Category", "Comment", and "Initiated by". Below this is a table with columns for "Defect", "Action", and "Log Date/Time". The table contains three rows of data. The bottom section is a "Defect List and Details" table with columns for "Defect Category", "Defect", and "Log Date/Time". The interface includes various buttons like "Save", "Cancel", "Remove & Replace", and "Close".

Figure 12

Figure 13

The screenshot displays a software window titled "Detailed information for defect: 3305". The interface includes several input fields and sections:

- Troubleshooter:** Kazemi-1, Niakam
- Defect Category:** Component Defects
- RD(s):** YERE, EEE
- Comment:** (Empty text area)
- Reworker:** Kazemi-1, Niakam
- Action Category:** Components
- RD(s):** (Empty text area)
- Comment:** (Empty text area)
- Action:** Cleaned
- Defect:** Damaged

At the bottom, there is a checkbox labeled "Problem was not fixed" which is checked. Below this, a text box contains the instruction: "This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed."

At the very bottom, there are two radio buttons: "Problem was fixed" (unselected) and "Problem was not fixed" (selected). To the right of these is a "Save Feedback" button. A "Close" button is located in the bottom right corner of the window.

Figure 14

386

389

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Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15